UCSF JOURNAL

CAMPUS MAIL

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Public Service Award Winners To Be Honored on June 7

Four UCSF women will receive well-deserved honors at 2 p.m. on June 7 in Millberry Union Lounge. Of one it is said that her activities "regularly bring praise to the UCSF Center on Deafness," and that she is a special asset to a campus community that is trying to become "barrier-free" to handicapped people. Another, a student, has performed exceptional community service and is regarded by her peers as having made an outstanding contribution to her school and fellow classmates. Two women, honored together, have been acknowledged as exemplars of perseverance, ingenuity, adaptability, pragmatism, and courage in the building of the UCSF Child Care and Study Center.

Jeannette Ong, graduating pharmacy student and nominee for the school's prestigious Bowl of Hygeia award given each year to the graduating pharmacy student who best demonstrates the qualities of an ideal pharmacist, is recipient of the 1979 Chancellor's Award for Public Service. Patricia Calarco, associate professor of Anatomy and Pediatrics, School of Medicine, and Carol Hardgrove, associate clinical professor, Family Health Care Nursing Department of the School of Nursing, are joint recipients of the award.

Holly Elliott, counselor-therapist, Center on Deafness, is recipient of the Thomas N. Burbridge Award.

The awards have been given every year since 1971 to faculty, staff, or students who perform exceptional community services beyond the scope of their work. Recipients of the Chancellor's public service award are given certificates and gifts of $500. The Burbridge award winner, who receives $600, is chosen on the basis of commitment to social justice and equal education and employment opportunities. This award is named for the late UCSF associate professor of Pharmacology who was 1971 winner of the Chancellor's Special Service Award for civil rights leadership.

Elliott has worked at the Center on Deafness for the past 9 years. She herself has suffered from progressive hearing loss since she was 18 years old. At the age of 50, however, she received her M.S. degree in counseling and is now one of the few deaf people who have training and experience in providing mental health services to the deaf. Elliott speaks on behalf of mental health needs of deaf people at hospitals, schools, parent groups, meetings of deaf people, and professional conferences. She is a member of several professional groups, including the National Association of Social Workers and the Bay Area Coordinating Committee for Deaf Counseling. Elliott also directs the sign language choir at Temple Methodist Church in San Francisco, where she has taught sign language.

Calarco was named chairperson of the campus committee on child care in 1972, 5½ years before the center was built. Many obstacles during those years prevented an earlier building of the center, but Calarco "provided the leadership matrix within which committee dismay at each failure turned from anger and depression to the determined doggedness which finally brought success," say her colleagues.

Similarly, Hardgrove, as well as Calarco, contributed many dedicated hours to the development of the center, including successfully securing at the last minute, foundation gifts to raise necessary building funds. Hardgrove's background is in early childhood education, with experience as a nursery school teacher. She currently serves on the Chancellor's Advisory Committee for the Child Care Center and coordinates the academic and research activities through the Department of Family Health Care Nursing.

Jeannette Ong's services to the School of Pharmacy, the profession, and community include health education presentations on over-the-counter drugs, drug abuse, venereal disease, prescription medications, and contraception to San Francisco groups of older adults, Bay Area public school children, religious groups, and college students. She has aided fellow students by helping coordinate Pharmacy 151, a course that offers undergraduate pharmacy students basic instruction in public speaking, requiring that they observe and participate in lectures given to community groups. Additionally, Ong, who maintains scholastic excellence, often takes notes for absent classmates and copies study material for fellow students. She remembers students' and professors' birthdays with cakes, and is student representative on the Millberry Union Advisory Committee. She is also a member of the women's basketball team, captain of intramural volleyball and basketball teams, and is member of the Student American Pharmaceutical Association and student member of the Association of Hospital Pharmacists. Concern over childhood poisonings prompted Ong to develop a poison prevention program featuring a puppet show, various visual aids, coloring books, games, and puzzles designed for preschool and school-age children.

(l-r) Chancellor Sooy, former San Francisco Mayor George Christopher, statue donor John N. Pappas, his daughter Demetria Aleck, and State Senator Nicholas C. Petris stand in front of Hippocrates statue.

David Kadarauch, cellist, is in concert on Sunday, June 10 at 3 p.m. in Cole Hall. This concert is part of the series of chamber music concerts offered by Millberry Union Programs. Call ext. 2019 for more information.

Dedication Ceremony for Hippocrates Statue

A classic statue of Hippocrates, the Greek physician and Father of Medicine, has been donated to the campus by Mr. and Mrs. John N. Pappas, prominent members of the Greek community in San Francisco.

The statue, by the Greek sculptor Kostas N. Georgakas, has been installed in front of the UCSF Ambulatory Care Center at 400 Parnassus Avenue. It was officially presented to the campus at a ceremony held on May 10. Chancellor Sooy acted as master of ceremonies. Distinguished guests, in addition to Pappas, included State Senator Nicholas C. Petris, of Alameda County, and former San Francisco Mayor George Christopher. Also present was Demetria Aleck, Pappas's daughter, who has been employed as principal typist clerk for many years at UCSF in the office of Peter Forsham, M.D.

The statue is made from a solid piece of white marble taken from the mountain of Penteli in Greece. It is 7 feet, 6 inches high, weighs 5,500 pounds, and has been mounted on a granite base bearing the following inscription:

"Provided through the Great Generosity of Mr. and Mrs. John Nicholas Pappas. Mr. Pappas, a Greek emigrant from Kiparisi, Lakonia, and his wife, Jennie Pappas, donate this statue in appreciation of San Francisco, the home of Mr. Pappas since 1905." Pappas, 87, was the owner of a former Polk Street business, Red Poppy Candies, which he established in 1908.

Medical Records: Memory Banks Of Patient Care

Inconspicuously located on the plaza level of the Ambulatory Care Center, somewhat hidden from view of employees, patients, and visitors, is one of the largest and most essential departments on campus — the Medical Record Department of Hospitals and Clinics. Perhaps equally unnoticed or unknown are the myriad functions of the department, all generated by bundles of varied documents which, when compiled, comprise patients' medical records.

"Records are the reservoir of information that serves an institution as a memory serves a human being," says Lydia Daniels, R.R.A. (Registered Record Administrator), director of the department. "They act as a cerebral center for storing facts about what has already taken place or is being planned, and, just as records are vital to all institutions, the Medical Record Department is an indispensable part of every medical facility and medical school."

According to Daniels, the UCSF Medical Record Department interrelates with every department throughout the Hospitals and Clinics, as well as campuswide departments and services and such off-campus services as the Renal Dialysis Center at San Francisco General Hospital Medical Center.

The myriad functions of the department are organized in three work categories: Record Flow and Control, Record Processing, and Record Services. Though high-volume demands are made on all of these sections, Record Flow and Control, where master filing and computerized patient indexing are done, is the most visibly demanding section of the department. At UCSF it takes a staff of 20 in the Master File section to pull and refile approximately 1,500 to 1,600 records a day, which add up to about half a million records a year. These records directly affect the continuity of patient care.

Approximately 300,000 records are filed on campus and 700,000 at the Richmond Storehouse. During the 3½ years Daniels has been manager of the Medical Record Department, major reorganizations in record storage and procedures here and in Richmond have occurred. Additionally, according to Daniels, all forms in the inpatient record have been standardized and reformatted, and the 80-member staff has been reorganized to develop a more efficient and responsive system.

A remarkable team of workers makes possible such efficiency and responsiveness. Many of them, like Vera Pyle, have been with the department for a long time — Pyle for 23½ years, during all but 18 months of which she has supervised the Transcription Section of Record Services.

An outsider is immediately impressed with the centralized dictating system that is involved in the transcription process, but Pyle shrugs the mechanics off as "the minor miracle of our technological society. The major miracle," she says, "is our people — the medical transcriptionists who are able to transcribe dictation from more than 20 specialties and subspecialties."

Eleven full-time and 2 part-time transcribers work in this area. They represent varied backgrounds and disciplines: an M.D., an R.N., R.R.A.s, writers. Their common denominator is their interest in medicine. And they all transcribe everything, which means, according to Pyle, that "everyone knows and does everything."

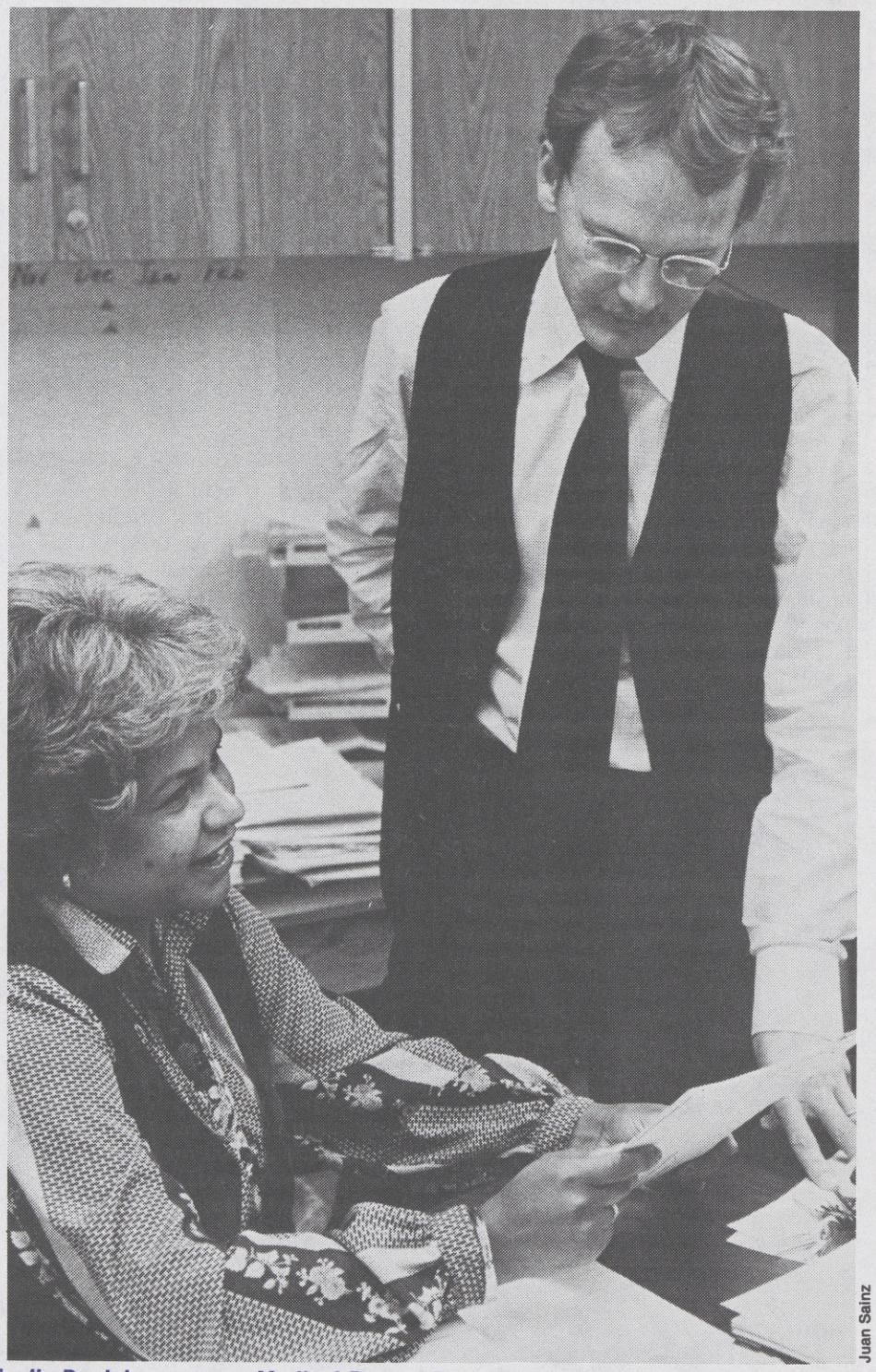
"The M.D. transcriptionist, a pediatrician, is interested in medicine, but not in actual clinical practice," says Pyle. "Here she gets exposure to everything, not just pediatrics."

A physician, commenting on the work of the transcriptionists, said, "These people in here make my residents appear to be much better dictators than I know them to be."

The transcribed physician's report is the meat of the medical record. A discharge summary of a patient's care goes to the physician who referred the patient.

Another long-term employee is Dorothy Maclin, the chief operator of the Computerized Patient Index, who has been with the department for 15 years. Before a record can be filed, referred to for billing, insurance, or patient identification, it must be assigned a number. The number is fed into a computer terminal that can provide instantaneous information on a patient's name and number and the status of the patient record.

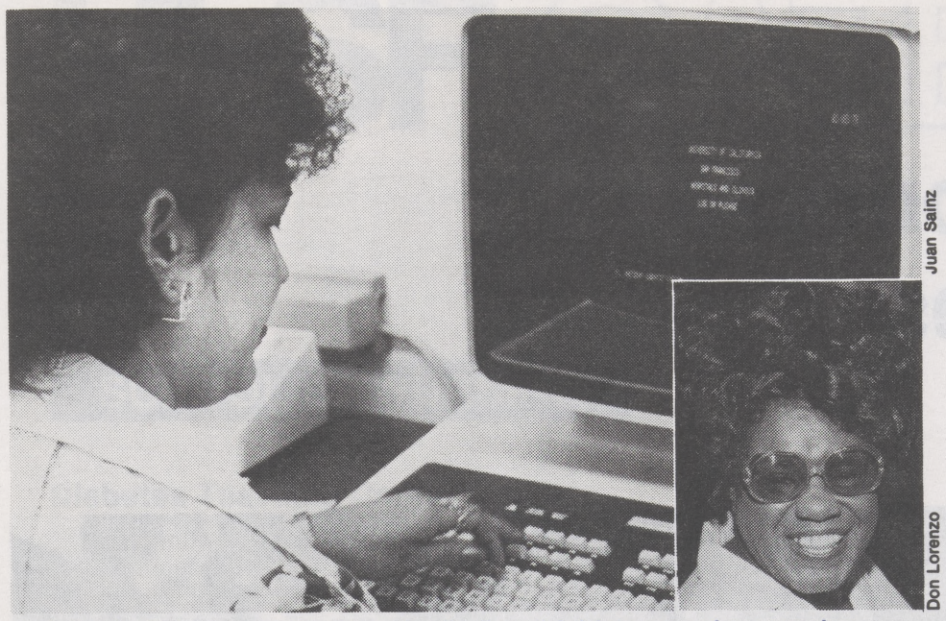
(Continued on page 10)



Juan Sainz

Lydia Daniels, manager Medical Record Department, and Justin Moss, associate director Medical Record Services.

Record Processing Step-By-Step



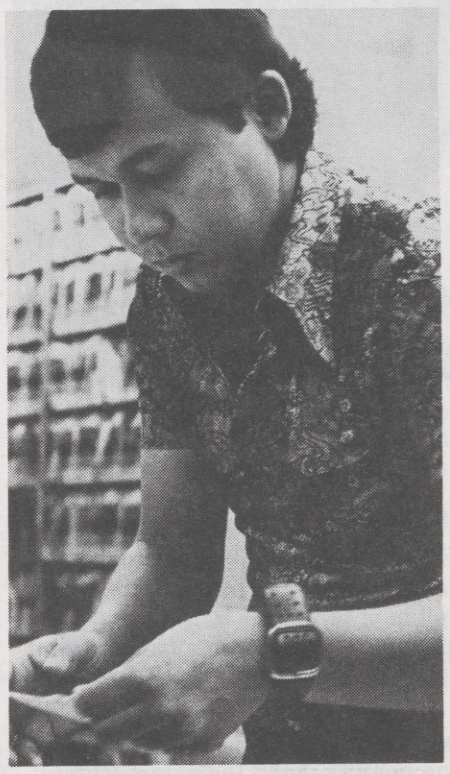
Juan Sainz

Don Lorenzo

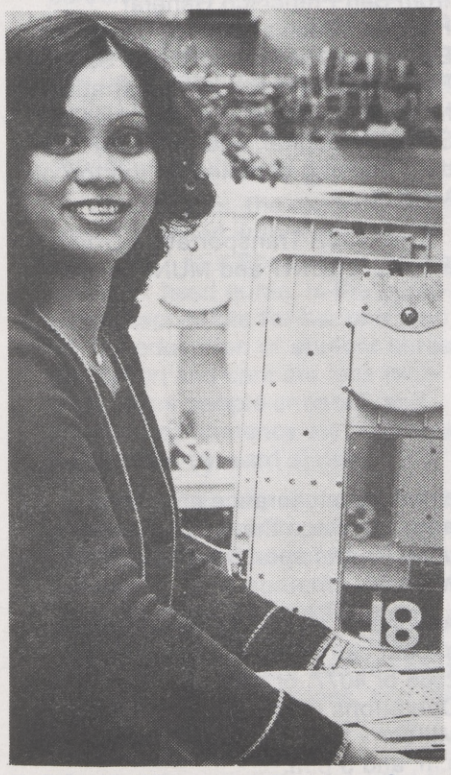
1. Antonio Robago and Dorothy Maclin (inset) initiate record processing by assigning a record number through the Computerized Patient Index.

2. Physicians phone in dictations which are recorded by centralized dictating system in the transcription area of the Medical Record Department. Vera Pyle has supervised transcription for more than 20 years.

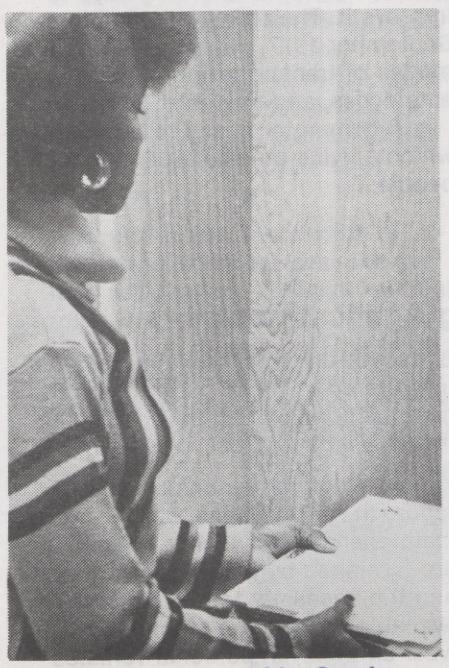
3. Billie Hill, medical transcriptionist, transcribes dictation from more than 20 specialties and subspecialties.



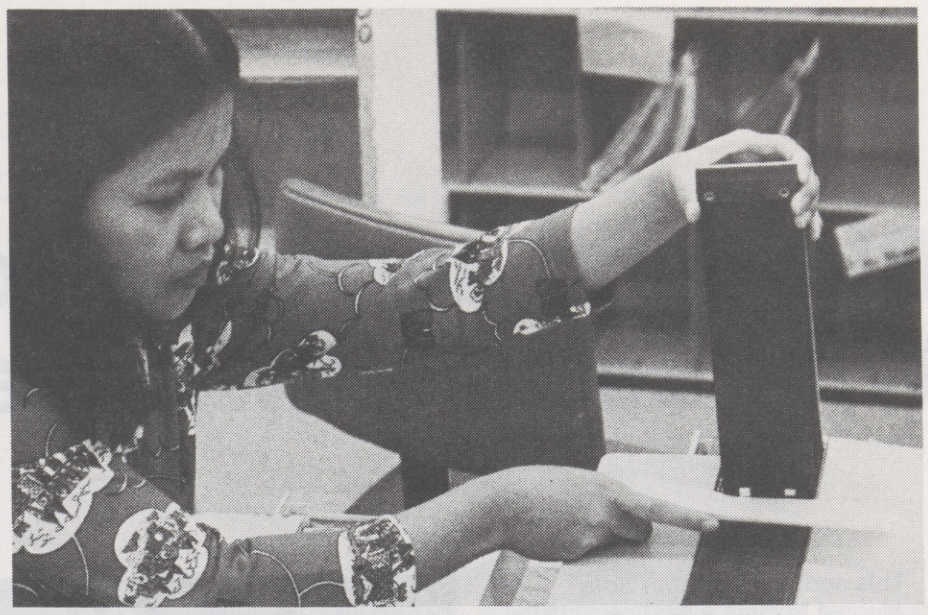
4. John Sladky in the Master Files Section works at the control center coordinating hospital admissions and emergency requests.



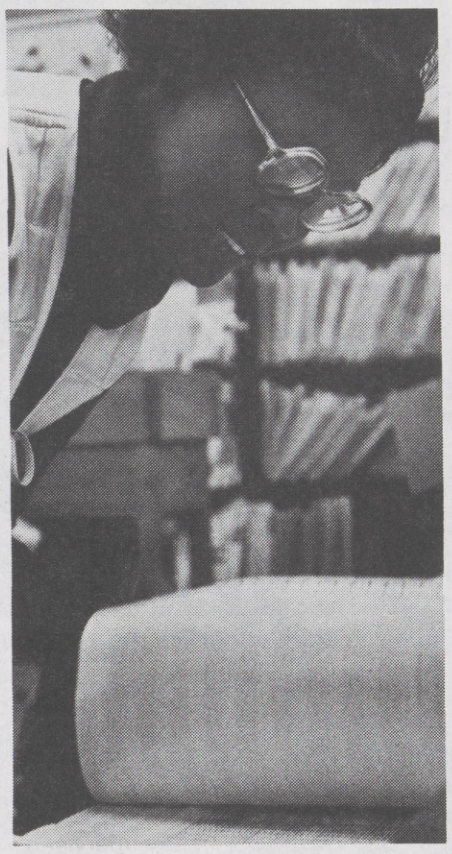
5. Priscilla Marquez takes records coming from the Ambulatory Care Center off the telelift.



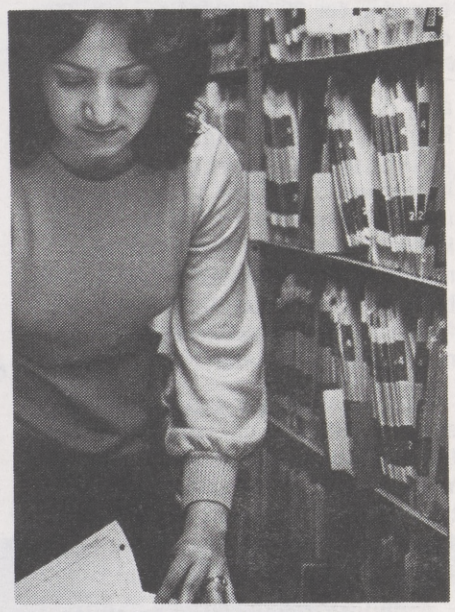
6. Large bins are used by Carolyn York to sort returned records.



7. Loose documents are sorted by Carmelita Rigor (no longer in the Medical Record Department, but in Moffitt Hospital).

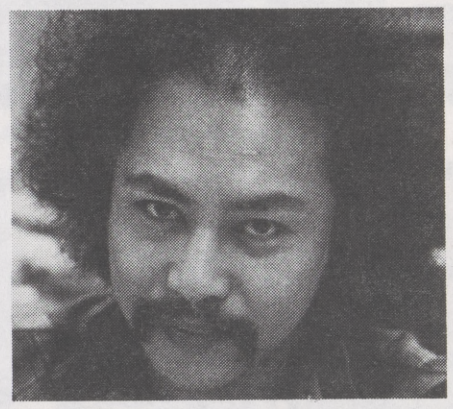


9. Joyce Carroll checks in-patient records, analyzes them for deficiencies.



8. Lydia Ortega pulls and files records at one of many filing stations.

10. Antonio Bernal, accredited record technician, gives code numbers to medical diagnoses and abstracts from records pertinent patient information.



11. Rena Martinez (l) and Veronica Muyalde (r) remind physicians to complete reports. They work in the Incomplete Record Control Section. Shown also is Denise Hall (no longer with the department).

Photography on p. 3 by Juan Sainz

(Continued on page 10)

Big Band Jazzman Honored With Service Awardees

This spring Chancellor Sooy presented Service Award certificates to 57 employees, 45 of whom retired during 1978 and 12 of whom were honored for 25 years of service. One of the latter was Frank Arrostuto.

Arrostuto has worked since 1953 as a gardener with the Physical Plant Department. He came to UCSF in 1953 because the "big band" era in jazz was over. For 14 years, playing the trumpet with the big names in the finest clubs had been Arrostuto's professional career, and in his opinion the rock 'n roll era that followed the big band sound was musically "a disaster."

He had already made a major transition in his musical career — from the classics to jazz. Born in New York, he and his family returned to their native Italy when Arrostuto was 4 years old. There he studied music at St. Cecelia Conservatory in Rome.

Arrostuto was the first musician in his family. He says his father had promised him and his brothers that they could return to the United States to pursue their goals when they came of age, so in 1937, at the age of 21, Arrostuto came to San Francisco to live with an uncle.

"It was hard to get a job with the symphony," he recalls. "Nobody quit. You had to wait until somebody died, and I couldn't speak English at the time." But Arrostuto joined the musician's union, and in 1939, with the event of the World's Fair, work was plentiful for jazz musicians. Arrostuto made the switch and says the fair "gave me a big boost."

He played with Russ Morgan's band at the Claremont Hotel, but was a member of Al Wallace's band. They played at the San Francisco Copacabana, the House of Harrah's, and the Barbazon Room. Arrostuto played with different groups in Reno, Riverside, and, with the Wallace band, live on the noon Rumba Carnival, heard on radio station KSFO.

The 14 years were good steady work for Arrostuto . . . six nights a week with good pay for those days, comparable in fact to his present salary.

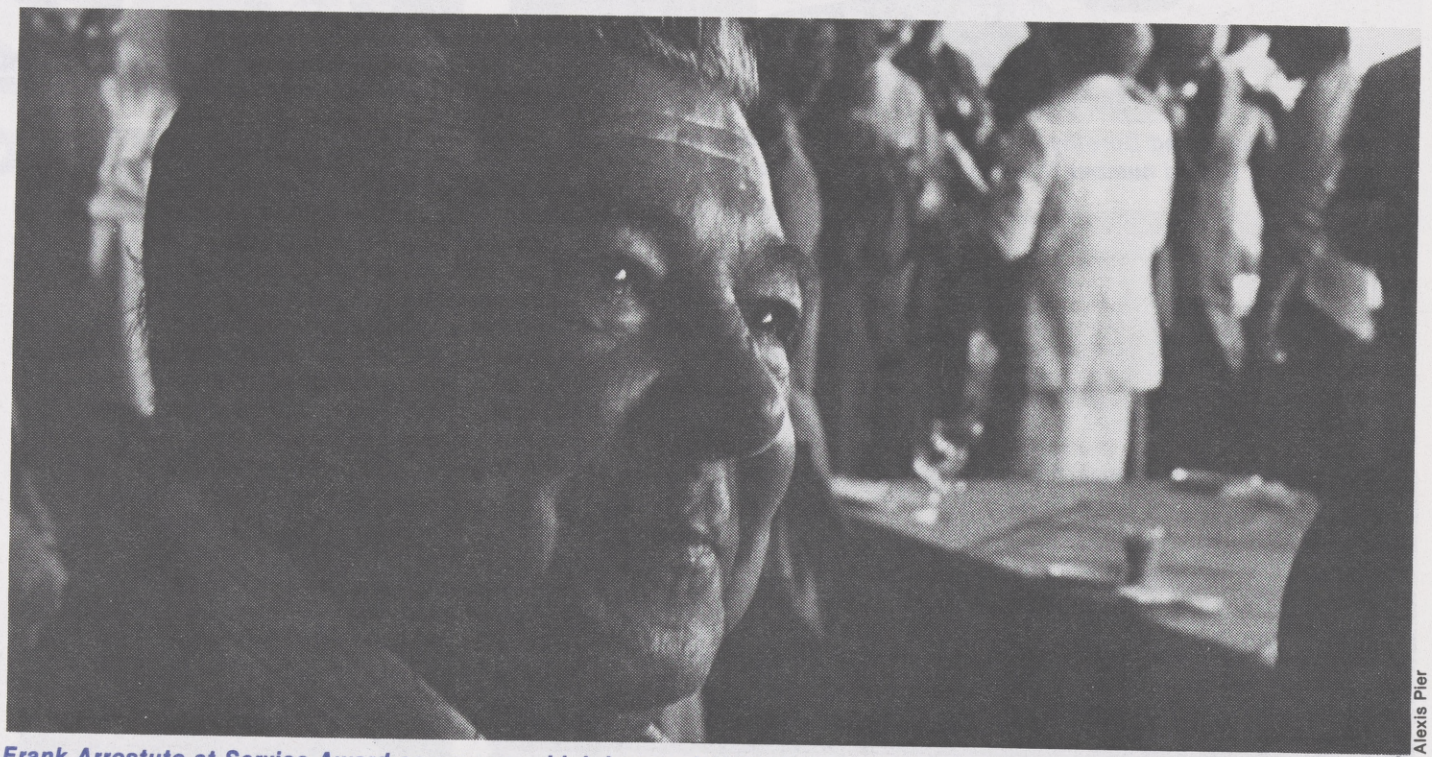
Arrostuto didn't put his trumpet down when he became a gardener. He still plays with a 5-piece group (organ, guitar, electric bass, drums, and trumpet) for parties on the weekends. He also teaches trumpet, with 9 students at present.

Arrostuto and his wife Bernice have two grown sons, who have continued the family's musical legacy. Guy, the elder, is a graduate of Sonoma State, a music teacher, and plays keyboards and the saxophone. He is currently playing at the Villa in Santa Rosa. Frank, the younger son, plays trumpet and piano and works for P.G.&E.

For Arrostuto, jazz is a mainstay with lasting qualities, a classical improvisation in which "you must break everything down." What does he think of Disco?

"Disco killed rock," he says, "and something else is going to kill disco."

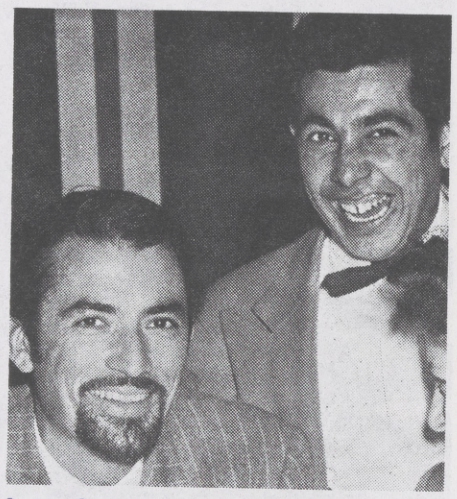
—Jini Robinson



Alexis Pier

Frank Arrostuto at Service Award ceremony, which honored 1978 UCSF retirees and 25-year employees.

Young 'Frankie' with his golden horn.



Actor Gregory Peck with trumpeter Frank Arrostuto.

UCSF Transportation Plan Model for City

The UCSF Transportation Systems Management program has been so effective that the S.F. Department of City Planning has modeled its recently created Joint Institutional Transportation Systems Management Program, which Robert LaPointe chairs, after it.

The program has successfully reduced by 500 the number of vehicles being driven each day to campus by employees and students, according to LaPointe, special assistant, Chancellor's Office. He added that the program can potentially reduce traffic over the next 5 years at the same daily rate.

"The University of California at San Francisco is at the forefront relative to other universities and major institutions in terms of its commitment to reduce traffic through transportation systems management measures," LaPointe said.

To decrease traffic congestion and parking demand in the surrounding neighborhood the campus hired a consulting firm, Deleuw, Cather and Company, Engineers and Planners, who evaluated the program that existed and examined ways to improve it. Their plan, adopted in September 1977, provides alternative modes of transportation for faculty, employees, and students. There are:

- 6 commuter buses to Marin, which service between 250 and 300 people;
- 19 vanpools, serving approximately 220 people;
- more than 200 carpools, transporting 600 people;
- 4 university pooling cars for San Francisco residents;
- daily shuttle bus service to and from San Francisco General Hospital Medical Center, Center for Education Development, the San Francisco Veterans Administration Medical Center, U.S. Public Health Service Hospital, and the UCSF student housing complex on the top of Mt. Sutro.

The UCSF Transportation Office also sells BART and MUNI tickets.

Commuter Pool Program Taking Applications

UCSF Parking Operations is currently taking applications for the pilot Commuter Pool Program, which utilizes passenger vehicles from the campus pool fleet to service UCSF employees who live in San Francisco but commute from areas where public transit is unavailable or inconvenient, according to William C. Stevens, management services officer, Millberry Union Parking Operations. Membership in one of these employee-driven pools is initially being offered to those currently on the campus pool waiting list for $18.00 monthly with no cost to the driver.

This program has unique advantages: the vehicle, gas, oil, maintenance, and vehicle insurance are furnished by UCSF; parking fees and the necessity to search daily for available parking are eliminated; wear and tear on personal vehicles are reduced; and a reduction in personal auto insurance premiums is possible since the private car is not used for transportation to and from work.

Anyone interested in this program should call Charles Alexander, ext. 2566 or 4077, or visit the Parking Operations office on the H Level of Millberry Union Garage between 7:30 a.m. and 5 p.m.

UCSF GAZETTE

SCHOOL OF NURSING

Diabetes Teaching Center Opens

The Family Health Care Nursing Department of the School of Nursing recently announced the opening of the UCSF Diabetes Teaching Center. The center will provide individualized instruction in a group setting to diabetics and their families.

One of the major, but hidden, problems associated with diabetes is negligence with respect to diet and other control factors common to the majority of diabetics who have mild cases of the disease and do not have to take insulin. According to instructor Peggy Huang, education is therefore essential, along with early diagnosis and treatment, in order to prevent and minimize acute and long-term complications, such as heart attacks.

Director of the center is Jeanne Hallburg, R.N., Family Health Care Nursing Department. Co-director is Ralph W. Alexander, M.D., who is in charge of medical supervision. Peggy Huang, R.N., is the principal instructor. The program operates in cooperation with the UCSF Metabolic Research Unit and the Diabetes Clinic and has received the endorsement of the Northern California Affiliate of the American Diabetes Association. It has also received donations for its inception from General and Mrs. James E. Frank ($5,000) and the Bank of America Foundation ($2,000).

The course is designed to help practicing physicians in the care of diabetic patients, according to Peter Forsham, M.D., director of the UCSF Metabolic Research Unit. Since diabetes management involves all members of a family, according to Betty Highley, R.N., M.S., chairperson of the Family Health Care Nursing Department, family members will be encouraged to attend the course to gain a fuller understanding of the diabetic's needs.

Enrollment each session is limited to 10 diabetics and their family members. The sessions will begin on Monday afternoon of each week and end on Thursday evening, totaling 30 hours of instruction. Courses will be taught at three San Francisco locations: the UCSF Diabetes Teaching Center, Room 16 (Laguna Honda School), 1350 Seventh Avenue; Marshall Hale Memorial Hospital, 3773 Sacramento Street; and St. Luke's Hospital, 3555 Army Street.

The cost is $200, though exceptions based on need will be made. For more information contact Peggy Huang, UCSF Diabetes Teaching Center, Room 16, 1350 Seventh Avenue, San Francisco, CA 94122, or call (415) 665-1010.

Students Travel to Great Britain

For the first time in the history of the School of Nursing a group of undergraduate students took a study tour of Great Britain's health facilities and universities to gain a broader understanding of alternative health systems and the educational processes that influence nursing.

The tour was led by Patricia Sparacino, R.N., M.S., assistant professor, who specializes in cardiovascular and thoracic surgical nursing.

"This was the third trip for me, but the first for UCSF students," said Sparacino, who was at the University of Rochester before coming to UCSF.

Sparacino said the 10 who accompanied her on the trip were favorably impressed by the humanistic, caring approach to patients that is evidenced in the still prevalent "Nightingale spirit" about nursing.

"We learned quickly that Florence Nightingale is deeply respected by nurses in England," Sparacino commented.

England still trains nurses in the traditional apprenticeship fashion, in hospitals with little technology in which student nurses comprise 60 percent of the work force and, out of 3 years of training, receive only 24 weeks of didactic education. Beyond this basic learning experience, controlled by powerful ward sisters, nurses have few opportunities for in-service or continuing education.

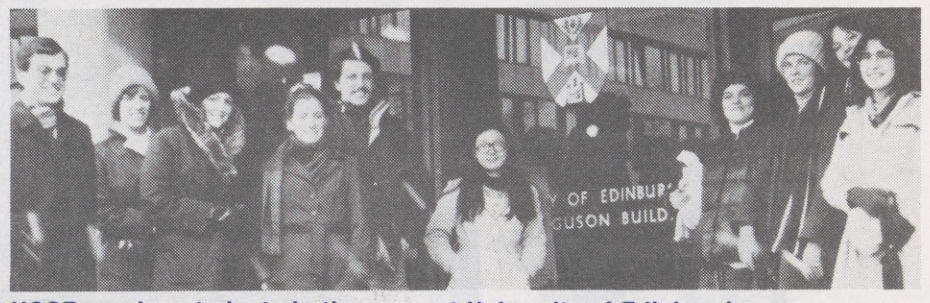
"Despite this, the students were very impressed with ward sisters' authority," said Sparacino. The ward sister, or head nurse, is the person most responsible for her unit, and for the education of student nurses. Education and care are less technical, more people-oriented, and levels of competency are individually determined by ward sisters.

"Quite obviously there are major differences in health care in England and the United States," said Sparacino. "The students were philosophical about these differences. They felt that the level of nursing education in England was in keeping with cultural expectations, and that national economic and political restrictions were largely the cause of nurses' low salaries (ranging from $4,000 to $7,000 annually) and the lack of modern medical technology.

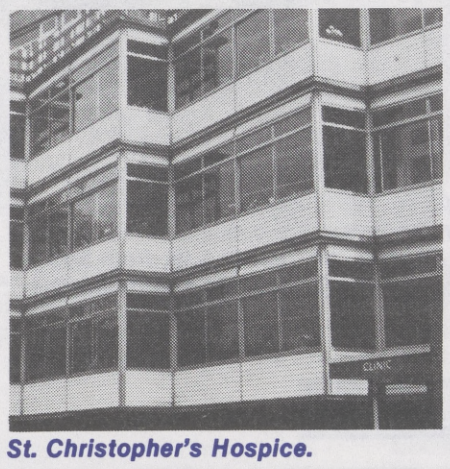
England's nurse sister.

"This was a very positive thinking student group," she said.

One of the highlights of the mid-winter trip was a visit to St. Christopher's Hospice, where nurses are permitted to work part-time and to be married and have children, all uncommon in England. Among other stops of interest were the University of Manchester in England, Scotland's University of Edinburgh, and Queen Margaret College, Edinburgh.



UCSF nursing students in the snow at University of Edinburgh.



St. Christopher's Hospice.

Hospital ward in England.

HOSPITALS / CLINICS

Linda Groah Honored

Linda Groah, R.N., director of operating and recovery rooms, has been named to the 1979-80 edition of *Who's Who of American Women.* Groah, who also holds a clinical instructor's position in the Biodysfunction Department, School of Nursing, was selected for her distinguished career achievement as a nursing administrator and educator.

Active in the Association of Operating Room Nurses, she has held national and regional leadership roles, written articles for the association journal, and presented talks, workshops, and audiovisual demonstrations for its conferences.

Linda Groah

Church Commits Apartment For Patient, Family Use

Hospitals and Clinics representatives from UCSF participated in a dedication service at 19th Avenue Baptist Church recently. The church, located near the campus, has committed an apartment to UCSF for free use by outpatients and families of hospital patients.

The commitment of the apartment to the campus represents part of the church's outreach effort to the community of the Sunset District, in which it and UCSF are located. The one-bedroom apartment is located at 1370 - 19th Avenue, within walking distance of the campus and close to public transportation. It meets the need of short-term housing for families of patients and for outpatients who come from long distances. The apartment will be maintained by the church, according to the pastor, Reverend William Smith, and Ms. Enola Allen, coordinators of the service.

UCSF will screen persons who request use of the apartment, and make referrals to the coordinators.

Standing in front of apartment at 1370 19th Avenue are Francis DuBose, Chairman of the Church Board of Trustees, 19th Ave. Baptist Church Pastor William Smith, Hospitals and Clinics Assistant Director Anthony G. Wagner, and Hospital Chaplain Supervisor Rodney W. Seeger.

UCSF

AUXILIARY/VOLUNTEERS

Student Volunteers Needed For Summer Program

Volunteer Services is recruiting students for the annual Summer Student Volunteer Program. This year a special program has been designed to use student services in patient care areas. Students 16 years old through the university graduate level who can work a minimum of 12 hours per week from June 20 to August 31 should contact Volunteer Services, ext. 1196.

EMR Photography

Volunteer Betty Austin was recently awarded a certificate and pin for "valuable services voluntarily given to UCSF Hospitals for a period of 10 years." Sharon Beckham (l), volunteers coordinator, and Marie Simmons, Social Work Department manager, made the presentation.

Will Cloughley

Will Cloughley

Daryl Yano (l) has been appointed assistant coordinator, Volunteer Services. She was previously employed in the Student Affairs Office of the School of Medicine. Her new responsibilities include planning, organizing, and supervising volunteer programs. Yano recieved her B.A. from California State University, Los Angeles, and her M.S.W. from San Diego State University. At right is new Volunteer Services Administrative Assistant Leana Alvear.

Dresden Exhibit Biggest Benefit of Year

Five hundred tickets for the Hospitals Auxiliary's evening at the Dresden Exhibit, May 17, at the California Palace of the Legion of Honor, were sold so quickly that the showing was opened up to 400 more people.

The special showing of "The Splendors of Dresden" was given as a benefit for UCSF's new pediatric special care unit, for which the Hospitals Auxiliary has made a commitment to raise $100,000. Hosts of the evening, along with Auxiliary members, were UCSF Chancellor and Mrs. Francis Sooy. Mrs. Piero Mustacchi is president of the Auxiliary. F. Herbert Hoover is chairman of the fund-raising committee.

Don Lorenzo

(l-r) F. Herbert Hoover, Auxiliary fundraising chairman, Chancellor Sooy, and Dora Mustacchi, Auxiliary president, chat at annual luncheon. Hoover helped organize the recent successful San Francisco art galleries tour, a benefit for the Auxiliary's special project, the new Pediatric Special Care Unit. A $25,000 check was presented at the luncheon to Melvin Grumbach, chairman of the Pediatrics Department and speaker of the day. New board members who were present at the luncheon are Mariana Boles, Lenore Sleisinger, Faracita Wyatt, Bonnie Raskin, Viola Loftus, Helen Pearlstein, Richard Hayes.

Blood Donor Winners

Marie France Labiche and Diane R. Newton were lucky winners in the drawing of blood-donation receipts following the May 2 UCSF campus blood drive.

Winners receive 2 dinners each at Scott's Seafood Grill or the Yamato Sukiyaki House in San Francisco.

There were 215 campus donor applicants in the latest blood drive; 197 units were accepted. The blood drives, held 3 times a year at UCSF, are sponsored by the Irwin Memorial Blood Bank of the San Francisco Medical Society.

During February's blood drive, 235 units were donated. Winners of the drawing, which was initiated in February, were Larry Cousins, a graduate student in biochemistry, and Gary Templeman, a third-year dental student.

FACULTY WIVES

Gene Carbone presents $5,000 check to Assistant Chancellor, Public Programs, Richard B. Hayes for student loan program at annual Faculty Wives Luncheon. New Faculty Wives officers are Verle Grossman, president; Elizabeth Murphey, president-elect; Donna Brandborg, vice-president; Jane Trunkey, recording secretary; Anne Haase, corresponding secretary; Ann Alden, treasurer; Mildred Holliday, treasurer-elect.

SCHOOL OF MEDICINE

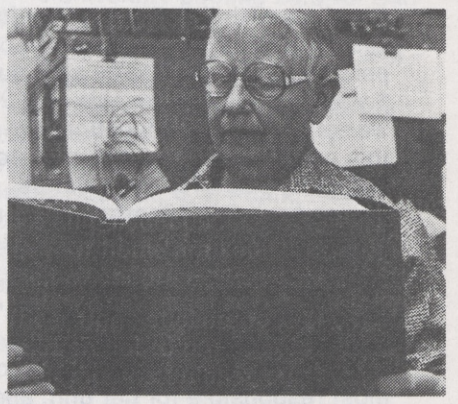
Reception for Ellen Brown

The good wishes and fond thoughts of students, faculty, and friends were bound in an attractive book and presented to Ellen Brown, professor of Medicine emeritus, at a reception held in her honor at the home of Gilbert S. Gordan, professor in the School of Medicine.

Brown created the school's popular Introduction to Clinical Medicine course in 1966, recognizing the need to unify the half-dozen or more introductory courses offered by several departments into a comprehensive course taught according to organ systems.

Brown is senior staff member of the Cardiovascular Research Institute, and a specialist in internal medicine and vascular disease. For many years she co-directed a medical and surgical peripheral vascular clinic at UCSF. Her research has been focused on the physiology of capillaries, veins, and blood volume distribution.

Brown was graduated from UC-Berkeley and the UCSF School of Medicine, where she has been a member of the faculty since 1946.



Ellen Brown with book containing fond thoughts of students, faculty, friends.

Testimonial Dinner Held For Ilza Veith

Ilza Veith, author, international authority on Oriental medicine, and professor and vice-chairman of the Department of History of Health Sciences was recently honored at a testimonial dinner.

More than 40 of Veith's students and colleagues from UCSF, Johns Hopkins University, and the University of Chicago attended the dinner at University House.

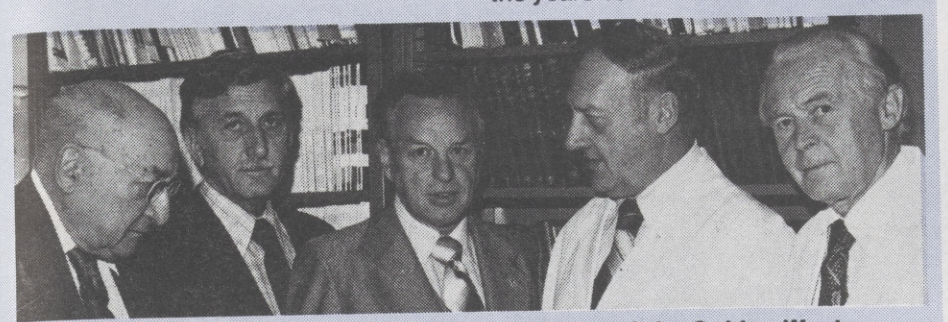
GAZETTE

SCHOOL OF DENTISTRY

Gift Helps Children With Facial Anomalies

Hundreds of children born with malformations of the face or jaw will be helped to lead normal lives through the most recent gift of the Native Sons of the Golden West Charitable Foundation to the School of Dentistry Center for Craniofacial Anomalies.

The contribution of $12,500 brings the amount of support received for this program from the Native Sons for the years 1977-79 to a total of $82,500.



(l-r) Ivo Monti, Chairman of the Board, Native Sons of the Golden West; Louis Pellandini, Grand Secretary; Charles E. Kolbert Jr., Grand President; with Dean Pavone and Egil Harvold, director, Center for Craniofacial Anomalies.

Dean Pavone To Retire

Ben W. Pavone, professor and dean of the School of Dentistry since 1965, plans to retire as dean effective July 1, 1980, it was announced by Chancellor Sooy.

"It is with regret that I have accepted Dean Pavone's request, however, I appreciate his desire to pursue postgraduate education, clinical research and teaching," the Chancellor declared.

"The culmination of Dean Pavone's distinguished service at UCSF comes at the time of a major milestone in the history of the campus — the completion of construction of the new School of Dentistry building on the Parnassus Avenue campus, and of the School's two new Community Dental Clinics at S.F. General Hospital Medical Center and at the UC Extension Center on Market and Laguna Streets."

Hoskins Appointed Dean

The appointment of William E. Hoskins, D.D.S., as assistant dean for Student Affairs, School of Dentistry, has been announced by School of Dentistry Dean Ben W. Pavone.

Hoskins's interest in student and community activities is demonstrated by his extensive involvement in the School of Dentistry Admissions Committee activities, and by his participation in such outreach programs as "Project Concern," the summer dental clinic in Tijuana, Mexico, and the School's summer orientation program to prepare new students of varied cultural and social backgrounds for the demands of professional school.

William Hoskins

Eleanor Taylor Retires

More than 300 people attended a reception at the Century Club recently in honor of Eleanor Taylor, who retired after 34 years from the Department of Pediatrics.

At the time of her retirement, Taylor was Management Services Officer II, several career ladder steps from the secretary-stenographer position in which she began her career here in 1945.

Taylor, who was known by her coworkers for her "great sense of humor," worked with three department chairmen: William C. Deamer, Edward Shaw, and Melvin Grumbach. In 1968, she was honored during Secretaries Week as Ideal Secretary by the National Secretaries Association. An article about local honorees in the S.F. *Examiner* characterized Taylor as "the medical center's tall blonde witty" secretarial success.

She has been adored by her coworkers in the Pediatrics Department throughout the years, and will certainly be greatly missed.

Laura Beausoleil Publishes Book

Laura Beausoleil, secretary in the Department of Medicine, has published a book of short stories entitled *A Chance of Moving: 13 Short Stories.* The book, published by Cloud Marauder Press of Berkeley, is Beausoleil's second. She has also published a book of poems. Beausoleil began writing at the age of 19. She's employed full-time at UCSF and has an 8-year-old son. Yet another creative work is in the making — this time it will be a novel.

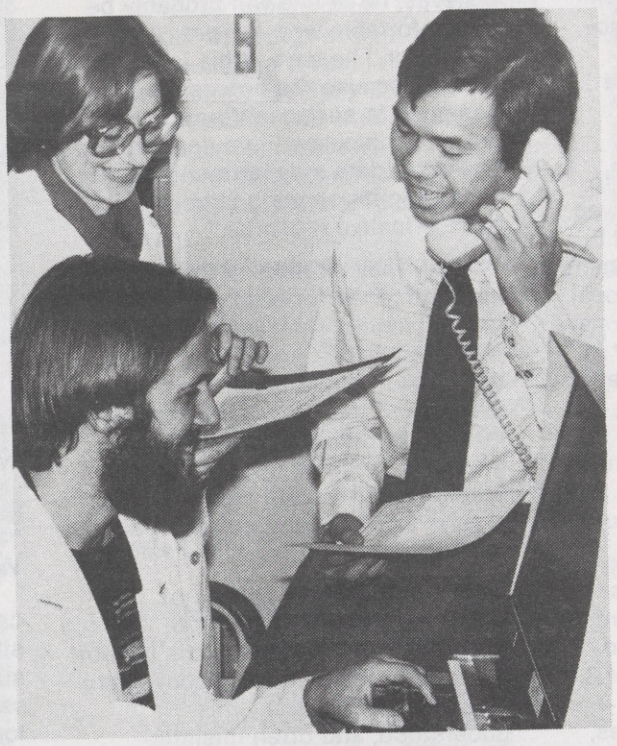
Eleanor Taylor

Laura Beausoleil

SCHOOL OF PHARMACY

School of Pharmacy students held their annual spring dinner and talent show, coordinated by Virginia White, vice-president of Student Affairs. A scene from hit musical The Wiz was portrayed by (l-r) Alisa Whitmore, second-year student; Alicia Underwood, first-year student; Frances Randolph, third-year student; Glenn Powell, first-year student; and (kneeling) Mitchell Davis, first-year student.

Information Campaign during Poison Prevention Week



This is Officer Ugg

Poison specialists Mary McCutcheon, R.N., Gerald Joe, Pharm.D. (on phone), and Howard McKinney, Pharm.D., answer the Regional Poison Center's 24-hour hotline, 666-2845 or toll-free (800) 792-0720. McKinney is seated at the poison index, which has information on 160,000 poisonous substances.

The San Francisco Bay Area Regional Poison Center points out that 77.4 percent of the 5 million poisonings that occur in the United States each year involve children under 5 years of age.

During the recent National Poison Prevention Week the center urged all families to "Join Officer Ugg's Poison Patrol." Families were also urged to:

- Make sure all poisonous substances in your home are kept out of the reach of children.
- Use "Officer Ugg" stickers to teach your children not to put anything in their mouths unless you indicate they should. Sheets of "Officer Ugg" stickers in blue and green can be used to identify poisonous products. On the back of each sheet, there is a list of such products found in most homes. To obtain a sheet of stickers, send a large (business size), stamped, self-addressed envelope to the S.F. Bay Area Regional Poison Center, Room 1E6, San Francisco General Hospital Medical Center, 1001 Potrero Avenue, San Francisco, CA 94110.
- Teach your children the "Officer Ugg" salute: hands over nose and mouth mean Danger, Stop, Do Not Touch, Do Not Taste! It's a lesson even the youngest children can easily learn.

Located at San Francisco General Hospital Medical Center, the Poison Center was made possible by the UCSF Schools of Pharmacy and Medicine, the Department of Public Health, and HEW Emergency Medical Services (EMS) project grants to San Mateo, East Bay and the North Coast counties.

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Department Analyzes Work Relationships—Promotes Individual Growth

At some point during the past few weeks all employees have received an attractive rust-colored brochure with a striking profile outlined in turquoise on its cover and an accompanying schedule of courses. These materials, from the UCSF Development and Training Department, explain the purpose of the office, the services it offers to individual employees and departments, and the summer schedule of training courses.

The offerings sound good, significant, and perhaps even enriching, but are they? Do they make an impact on *your* job? Can work functions and relations really be improved in *your* department? And what does career development mean, anyway?

For the questions pertaining to impact, significance, and improved departmental relations, Richard F. Van Horn, manager of Development and Training, offers an unequivocal yes. Of course, he adds, people have to want these changes to occur in order for the department to be effective. As for career development, he points to the regenerating experience the department's recently completed pilot program in this area has provided for its participants.

The Development and Training Department has three main functions: organizational development, training, and career planning and guidance. A professional staff of 3, including Van Horn, carries out these functions. Jeffrey Voorhees, the organizational development specialist, works directly with Van Horn, and David Johnson coordinates training programs. This spring 3 graduate students from San Francisco State University's vocational counseling program helped Van Horn conduct career planning and guidance programs.

Organizational development is a special area of interest to Van Horn. He explains his department's role as that of consultant to management, supervisors, and work groups on departmental relationships and work structures.

"We help a department assess how well it is functioning," says Van Horn. "As consultants, we have an agreement with management as to their roles and responsibilities and our own. An organizational development project is the manager's responsibility, not the consultant's." Van Horn and Voorhees function in supportive roles, and, according to their brochure, provide a neutral perspective and make available knowledge and skills in management and the behavioral sciences.

The consultants look for themes from data collected for employees to determine a department's needs and its assets. "We collect data and categorize it, but we do not interpret it. This is the department's responsibility."

Themes might be anything from levels of communication between employees and supervisors to the effectiveness of a particular department's style of leadership.

"We don't just make up questions to ask employees," says Van Horn. "We decide with the department what kinds of data will be collected. This data will indicate a department's strengths and its weaknesses. It's important," he emphasizes, "to keep both in balance because any organization will have strengths and problems."

Van Horn adds that stronger, healthier departments usually elect to go through this process. If a department manager has gotten into a defensive posture, Van Horn believes, he or she will probably be uncomfortable with the process. "However," he says, "this is unfortunate because the process is designed to surface information not normally discussed in a department. The more data a department has access to in its ongoing planning, the more effective it can be."

There may be risks in this kind of straightforward open approach to management. "After all," says Van Horn, "you don't know what the data will show." But Van Horn is convinced that the potential benefits are far greater than the risks; that aggressively seeking out problems and taking steps to solve them creates greater satisfaction for the department.

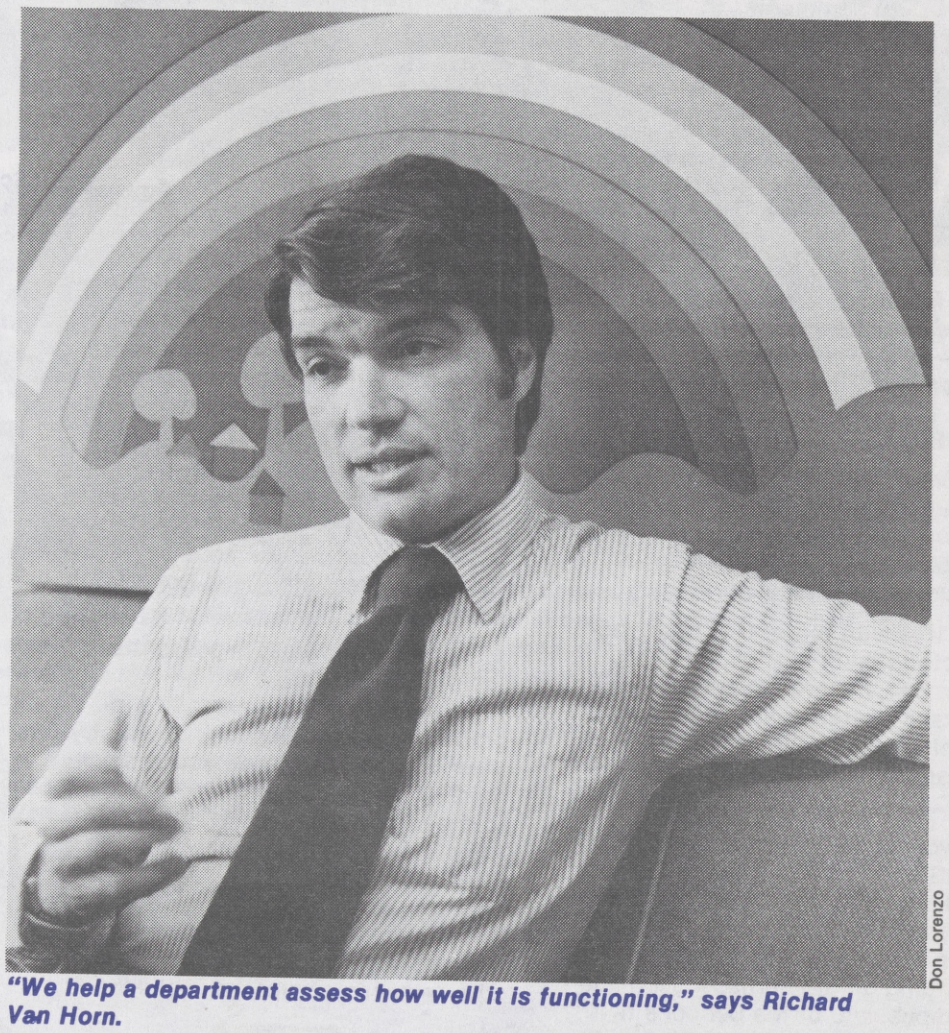
One of the latent causes of employee job dissatisfaction, according to Van Horn, is the lack of career development. This convenient catch-all term is easily misunderstood, and often misinterpreted as well. The Office of Development and Training has recently completed an employee career development pilot program that offers a definition in its stated purpose. It says, "This program is not intended to prepare anyone for a specifically desired job and it does not guarantee promotion or transfer. Participants should become clearer about what they want to do and be more skilled in applying for any position for which they qualify."

These goals are accomplished in 2 workshops. The Career Clarification workshop helps employees to assess their interests, desires, skills (personal and job-related), values, and job alternatives. The Job Seeking Skills Workshop aims to help employees develop skills in interviewing techniques, resume writing, identifying available resource systems, and exploring career opportunities at UCSF.

The pilot program, with 15 participants, was funded by a grant from UC Systemwide Affirmative Action and was specifically designed for minority groups and women.

What motivated the employees to participate in the program? "Economic needs motivate some employees," Van Horn said. "Others come because they feel they are stagnating in their jobs."

Van Horn says the potential of the workshops to generate employee growth through increased self-awareness and thereby generate career direction is great. However, he predicts, "this will probably cause a fair amount of movement in staff positions, and perhaps some supervisor backlash." But, he says, campus departments are better off losing disgruntled employees who may not be performing at optimal levels to departments where they feel more personally rewarded than hanging onto them just because they're here. On the positive side, some of the program's participants develop greater appreciation of their jobs and, thereby, benefit their departments.



Don Lorenzo

"We help a department assess how well it is functioning," says Richard Van Horn.

The training section of the department coordinates the employee orientation program and the activities of outside teachers who offer various classes. Van Horn said general employee training programs are offered to employees at all levels and address common needs, such as speed-reading; other programs are role-related, such as supervisor training programs. Special programs for supervisors and managers are the "Supervisors' Training Program," "Supervisory Responsibility Under the Higher Education Employer-Employee Relations Act," "Performance Evaluation Workshop," and "Employee Selection and Interviewing Techniques." Some programs of general interest for all employees are "Effective Reading," "English as a Second Language," "Introduction to Medical Spanish," and "Medical Terminology." The department hopes to expand the number of courses next fall.

For more information, call ext. 4032. *—Jini Robinson*

Don Lorenzo

For the first time at UCSF, hypertension screening was given to faculty, staff, and students. Coordinators of the screening were Tom Gwyn, Office of Public Service Programs, Linda Civitello, Community Health Services Liaison Office of Hospitals and Clinics, and Dorith Hertz, UCSF CPR instructor. Hertz (l) is shown here with Edna Austria, R.N., making a presentation on hypertension to older adults, part of the campus outreach effort through the Community Health Education Program.

?Man

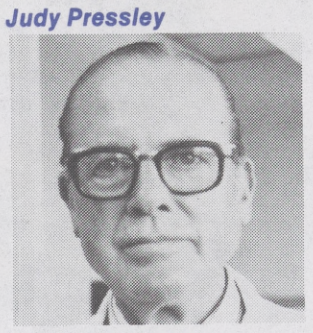
These interviews are conducted by Allen Balderson, News Services

What do you think of nuclear power as an energy source?

Judy Pressley, lab technician, Department of Craniofacial Anomalies: I think that it is a dangerous risk to take just to secure energy. I was talking to a woman who has a relative in Harrisburg, and she was frightened to death. She was saying it was like a movie, come true. Eventually something will happen if they keep it up, then it will be like a science fiction movie. We have to do something better.

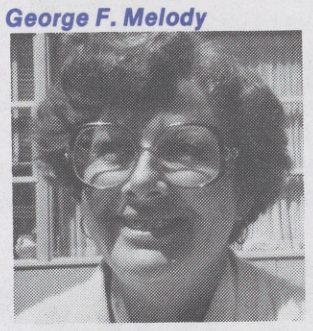
Judy Pressley

George F. Melody, clinical professor, Obstetrics/Gynecology & Reproductive Sciences: I have great misgivings, and I am concerned about its effects on the fetus, the first trimester of pregnancy, and on children and adults so far as the incidence of neoplastic disease is concerned, particularly leukemia. I would recommend a moratorium or an embargo for a period of at least 5 years.



George F. Melody

Ginny Martin, registered dental assistant, Orthodontic Department: It seems to me that they can harness the wind, sun, and ocean, rather than do something that they are really not so positive how to do away with, if it doesn't work. To err is human, to forgive is divine, but let's face it, we have our future generations to think of.

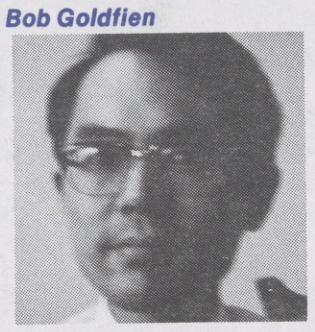


Ginny Martin

Bob Goldfien, second-year medical student: I think that it could be a good potential source, but at this point I'm pretty worried about it in terms of safety. We have big problems with waste and radioactivity, like more cancer downwind from a reactor. Even though only 3 percent of the total power is nuclear, if you cut it out in some places, they'd be in a lot of trouble.

Bob Goldfien

Shimpei Hoshino, research fellow, Dermatology: I like it. It is a good resource, because we can have a big savings on oils. We must develop nuclear energy, but it has many problems, so we must be very careful, especially with radiation pollution.



Shimpei Hoshino

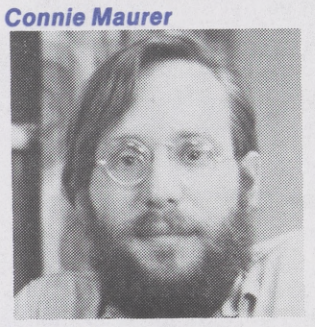
Jeffrey Caperton, Maintenance, senior custodian: It is a waste of effort, money, and ideas. We should back up the President. He is not for nuclear energy, but for finding natural energy sources. He has a lot of pressure now to back it and make those types of businesses. There is a lot of coal and we could also use solar energy.

Jeffrey Caperton

Connie Maurer, administrative assistant II, Educational Media Resources: I'm definitely against it. I saw a doctor on TV from Children's Hospital in Boston, Helen Caldicott, who talked about how they haven't even perfected a container to keep the waste for more than 10 years. Eventually the containers will dissipate, and then we'll be suffering from it.

Connie Maurer

Mark Bilk, electronics engineer and computer programmer: I'm opposed to fission energy and in favor of fusion energy. Fission is what we have now, and it is totally dangerous. The fusion plants use tritium, which is a hydrogen isotope, and has only 1/100 the danger of radioactive contamination of fission plants.

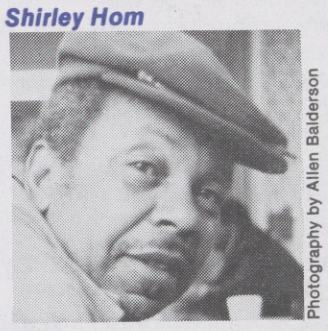


Mark Bilk

Shirley Hom, personnel assistant: There is a nuclear plant in Sacramento, where my parents are. I think it stinks that the NRC wouldn't close that plant even though Governor Brown asked them to. In Tokyo, they have the same kind of plant, and they shut down for one week to investigate the safety. I didn't know anything about nuclear energy until I saw *China Syndrome.* It scared me.

Shirley Hom

William Reese, laundry truck driver: I haven't actually thought too much about it. I don't think that it is altogether safe. Coal is okay, but it is so nasty and dirty. Back in St. Louis, where I'm from, before we had gas, you could hardly hang your clothes out on the line, because everybody was burning coal. You'd hang out your sheets, and three hours later they would be dingy gray.

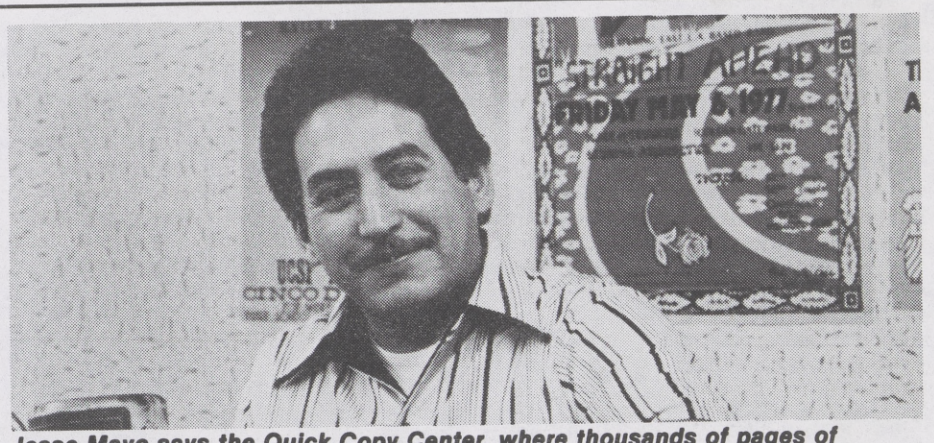


William Reese

Photography by Allen Balderson

Don Lorenzo

He Runs the Quick Copy Center



Jesse Mayo says the Quick Copy Center, where thousands of pages of valuable information are printed each day, is like an open library.

Jesse Mayo's job classification is "reprographics technician," but he will smile warmly if you ask about it. He replies:

"All that means is printer."

Mayo runs the Quick Copy Center on the ground floor of the School of Nursing building. Through his hands each day go thousands of copies of all kinds of documents, each one important to someone at UCSF. They come whizzing out of his AM 2850-model offset press at the rate of 8,400 sheets an hour, and they are of every sort, from bulletin board notices to scholarly dissertations.

Mayo learns from them. "This is a very routine job," he said. "There are times when it can be very boring, but I like to work with my hands; I take pride in what I do. And I'm exposed to all this terminology — all types of valuable information. It's like an open library."

Not every printer would take the time to read the contents of the pages that are brought in for copying, but all his life Mayo has wanted "to educate myself, to learn more about my potential as a human being." To that end, he goes to City College 3 nights a week, studying psychology, Latin-American history, politics, literature. Perhaps some day, he says, he will have a B.A. in psychology.

The Latin-American studies come naturally; Mayo was born in Leon, Mexico. That's in the state of Guanajuato, "where Father Hidalgo in 1810 started the first revolution against the Spanish."

It was another century before the revolution came to its peak in the days of Pancho Villa and Emiliano Zapata. Poster portraits of these two are on the wall of Mayo's copying room.

He came to the United States with his parents, Ascencion and Magdalena, when he was 2 and grew up in Merced in a family of 16 children. After high school, he went into the Army and served 3 years, one of them in Vietnam combat with the 25th Infantry. "I had some close calls but I wasn't hurt," Mayo said.

He has many interests, the first of which is his family — his wife, Angie, and their little girl, Renee, going on 4.

Another of his high priorities is the Staff Employees Council, of which he is past president and the holder of Seat No. 6, which represents the Mail Room, Reprographics, the Housing Office and Environmental Health and Safety.

(Continued on page 12)

Medical Records

(Continued from page 2)

The terminal adds, deletes, records cross-references, and can cancel its deletions. A microfiche back-up guards against error.

"We have received as many as 50 to 60 telephone requests a day," says Maclin. "When we used file cards, it took about 3 minutes to find the information. With the microfiche, it takes about 2 minutes, and with the computer, 1 minute." She can recall maintaining the file cards — about 600,000 in all — and having to determine manually unit number assignments and cross-references.

Maclin works with Antonio Robago. Together they monitor the 2 terminals. Editing the index is a large part of their work, which results from patient name changes and incomplete information obtained during an earlier visit by the patient.

"Some skill is needed," says Maclin, "in researching names and thinking of all the possibilities to avoid duplicate number assignments."

Douglas Clary and John Sladky supervise the Master Files Section. They and 19 other principal and senior clerks pull the 1,500 to 1,600 charts each day. This is also the dispatch area, where 200 to 300 requests come in daily.

"We send records to the hospitals by messenger, to the clinics by telelift, and we pick them up," says Sladky. "Our main function is to coordinate all hospital admission and emergency requests and to maintain a daily log."

The evening shift, coordinated by Edna Trammell, makes the necessary arrangements for delivery of records for the next day's clinics. The 700,000 records stored in Richmond are maintained by Alice Wallace, a 25-year employee, and Rudolpho Reningen, who make daily record return and retrieval trips to Richmond.

Quantitative analysis, abstracting, coding, incomplete record control, and research service are the specialty areas of the Record Processing Section. Joyce Carroll, an analyst for the past 6 years, works with 3 others in analyzing records. The analyzers determine if record pages are in proper sequential order and if the chart is complete. If a chart isn't complete, the Incomplete Record Control section is notified, and it in turn notifies the appropriate physicians.

In the Incomplete Record Control Section, Bobbie Herron, Marie Holmes, Veronica Muyalde, with 2 additional clerical staff, "work toward having the outstanding records routinely completed in a timely manner," says Daniels.

"They monitor the volume of incomplete records for each doctor and for each service and maintain communication with the physician through written notices and telephone. They receive fine cooperation from the medical staff," she added.

In the coding and abstracting section of Record Processing are Antonio (Tony) Bernal, A.R.T. (Accredited Record Technician), and 4 of his co-workers.

"To code accurately," says Daniels, "the coder needs a basic knowledge of medical terminology, anatomy and physiology, and a general knowledge about disease processes so that records can be retrieved years later by diagnostic category."

"By coding we mean that we convert the diagnoses into numbers," Bernal explains. "Abstracting is the taking of pertinent information about the patient from the file."

These facts, which include clinical, surgical, and therapeutic procedures, are translated for the computer.

Not too long ago, Bernal participated in a survey of 25,000 medical records in California hospitals to supply data for a malpractice study. Bernal abstracted information about hospital injuries and assigned the appropriate numerical code. The study resulted in some recommendations to California hospitals' quality assurance programs.

"We don't just sit here and assign numbers," says Bernal. "We spot-check the records for discrepancies."

The work that Bernal and his coworkers do generates data for the department's research services. Bobbie Herron assists researchers in using the volumes of data indices, housed in a small room in the department. A copy of ICDA (International Classification of Diseases, Adapted) provides an explanation of the codes used in the indices. But before the researcher can have access to any patient information, the patient's right to privacy must be assured.

Referring physicians and researchers aren't the only people who are concerned with information contained in medical records. Attorneys, insurance companies, and patients themselves, often for various reasons, request medical records.

"We have to comply within 5 working days with subpoenas and attorneys' requests," says Annie Shaw, office supervisor in the Legal and Information Section of Record Services. Shaw, who has been in the department for 11 years, handles and supervises the handling of all legal and patient requests for records. Part of her job responsibility includes her appearance with patient records in court as the designee of the custodian of records, Lydia Daniels.

Complying within 5 days to legal requests is a sure race against time. "Records have to be ordered, screened and numbered, depositions and affidavits have to be typed, bills and x-rays may have to be ordered, and certified receipts must be filled out — all within 5 days, because the full record must appear in court.

"Sometimes," says Shaw, "there are 6 or 7 requests a day."

Shaw's section also houses the locked drawers containing the records of those for whom the utmost confidentiality is necessary.

"With all of the varied functions, the volumes are high and the work is tedious," says Daniels. The department maintains a 7-day, 24-hour-a-day operation, processing, in addition to more than 500,000 record movements a year, approximately 50,000 patient information claims yearly, 8,000 pieces of correspondence, 200 research projects, 36,000 to 42,000 discharge summaries and operative procedures, 20,000 records abstracted and coded — and filing 560,000 loose documents. "The department staff deserves commendation for their perseverance and dedication to getting a job done during many changes through the years," she added.

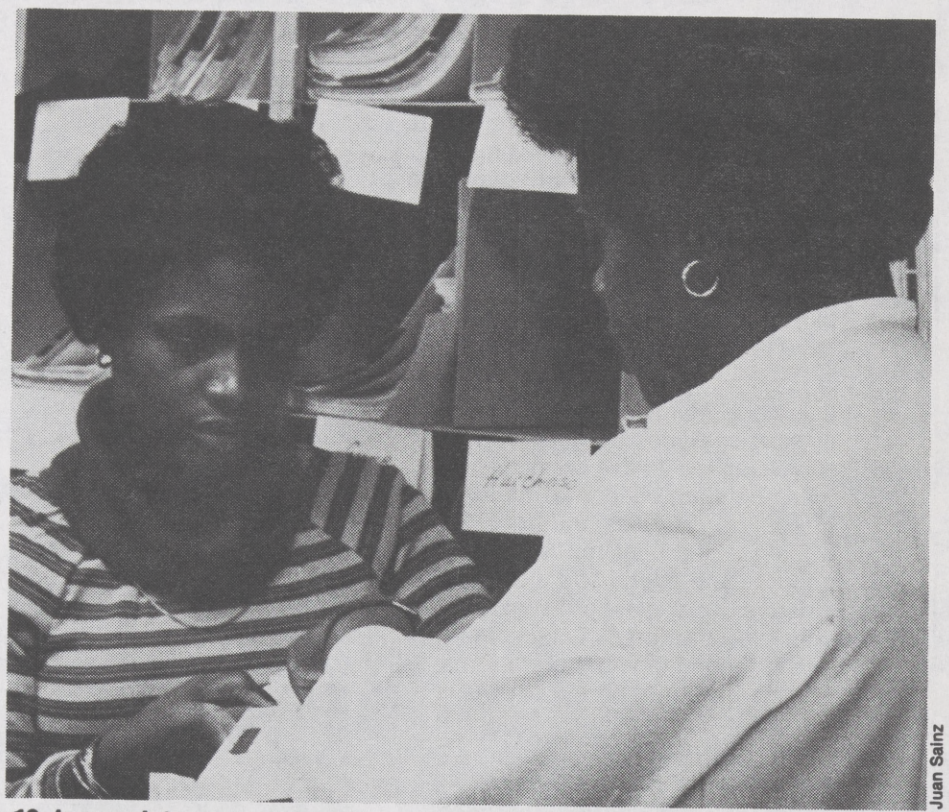
The staff's recent reorganization established a new administrative unit, which includes Justin Moss, associate director of Medical Record Services; Sylvia DeAlba, manager, Record Services; Mary Hocking, manager, Record Processing; Sally Stewart, R.R.A., director, In-Service Training and Special Projects. This new management staff joins Walter Tenerowicz, department administrative assistant, and a recent recipient of the Chancellor's Award for Outstanding Service, and Howard Smith, personnel assistant.

Two committees support and advise the department: The Medical Record Committee and the Ambulatory Care Center Task Force on Records.

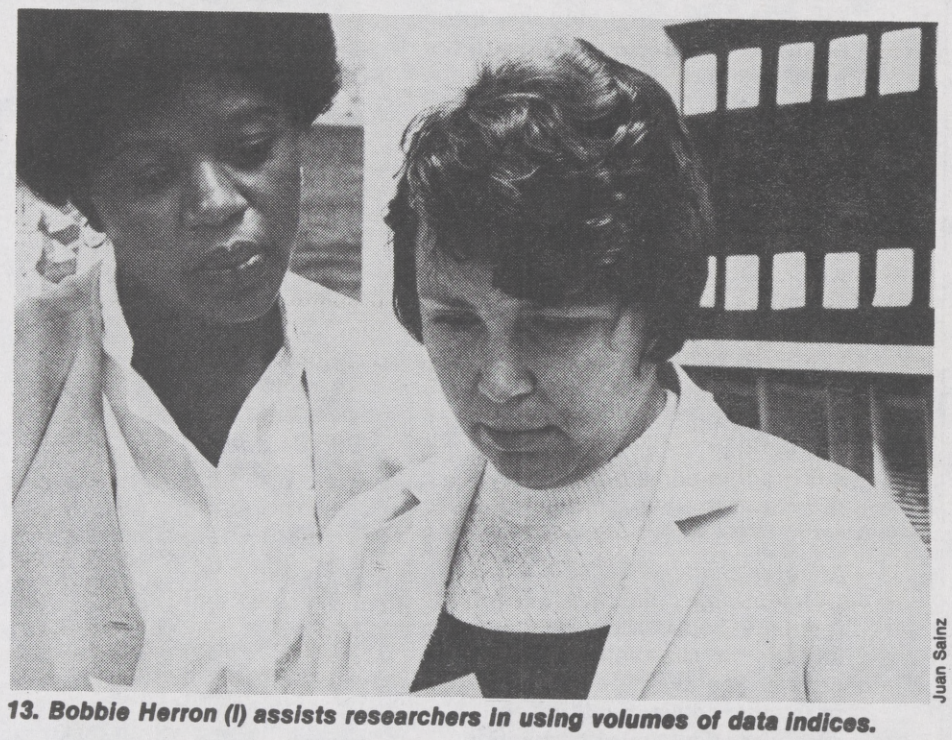
—Jini Robinson

Record Process

(Continued from page 3)


Juan Sainz

12. Incomplete records are filed according to physicians' names by Robin Alexander (l) and Bobbie Herron.


Juan Sainz

13. Bobbie Herron (l) assists researchers in using volumes of data indices.

14. Dena Furgoli abstracts information for insurance claims, disability clarification, and legal correspondence.

15. Coordinating legal requests is big part of Legal and Information Section of Medical Record Department. Heidi Gunn does this.

Juan Sainz

Juan Sainz

Don Lorenzo

16. Annie Shaw is office supervisor of Legal and Information Section.

She Recalls Coming to US, UCSF

In 1967, she was content with her life in Cuernavaca, Mexico, as a Spanish teacher at the Institute of Languages of the famous Monsignor Ivan Illich. One of her students, an American attending a seminary nearby, asked if she'd like to go to California to teach Spanish. She said she knew it could be difficult to obtain a visa, and added, "This is a big problem and I do not like problems." But two weeks after he returned to the United States, Alicia Cereceda received a letter from him with an application and instructions enclosed, and soon after that she was notified by the U.S. Embassy that her visa was ready.

Cereceda works at the Moffitt Hospital Information Desk. She's been a Moffitt employee since March 1968, when the mother of Jim Hagan, her former student, introduced her to Hospital Department Manager Manuel Estrada, who hired her as a patient escort.

She recalls the journey from Mexico to California:

"I flew to Mexicali where I met a lady who took care of me and I entered the United States from Calexico. After two days on the bus with no food, I arrived at 1:00 a.m. in San Francisco. My friend Jim Hagan was waiting for me.

"He took me to his parents' home, woke his mother, and I was given something to eat. While I was eating, Jim tried to teach me to say 'Hello ma'am,' in English. I kept saying 'mom' instead of 'ma'am.' After much effort, his mother said, 'Let her call me mom. I like it and I like her for a daughter.' Ever since then, she has been my mom."

As a hospital escort for 4 years, Cereceda took a special interest in the patients. "I felt toward the patients as if they were my own family," she said. "I would hurry to take them to their rooms and put them on their beds because they were very tired." Cereceda was tired as well at the end of the working day, but she found time and strength to give private Spanish lessons in her home. Many of her students were seminarians, priests, and pastors. She remembers being teased by Archbishop Joseph T. McGucken of San Francisco about one of those students who decided to get married.

After teaching, Cereceda would take a class herself — English at City College. She pursued other interests, too: macrame, painting, crocheting, knitting, embroidery, batik, dancing, and singing.

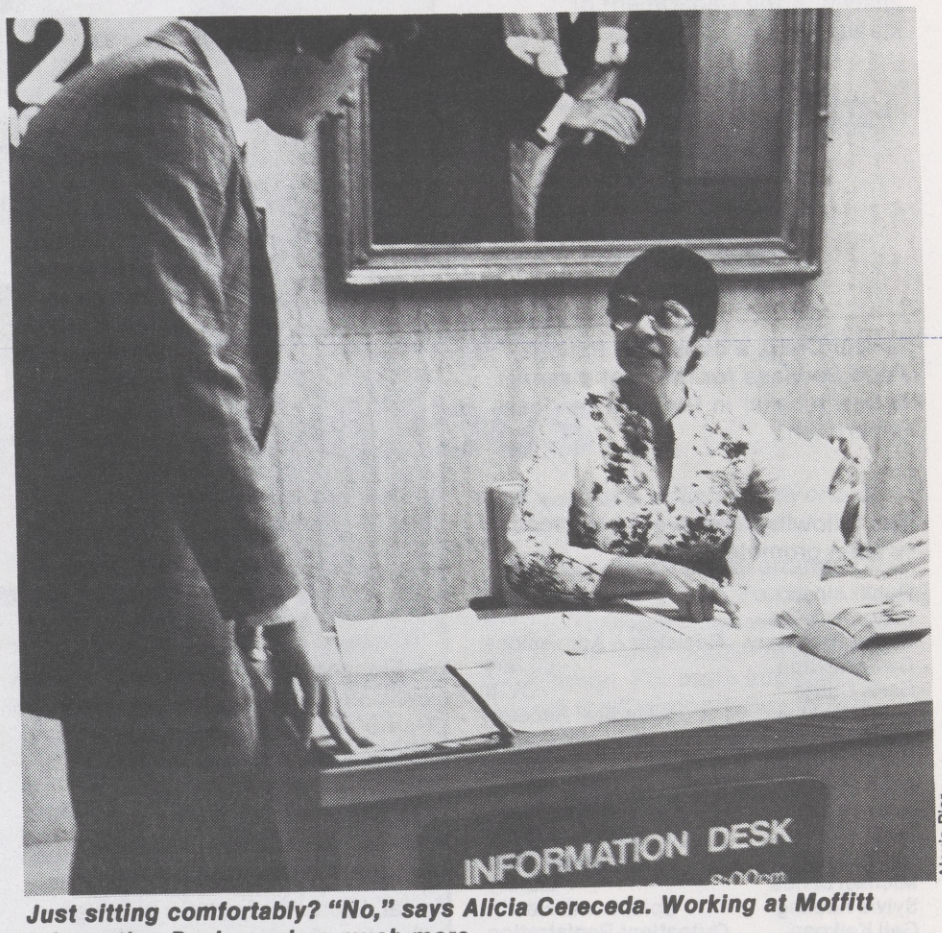
"I think I'm the oldest of Dean Linscott's folk dance students at Millberry Union," she says.

She has been commended by many for her pleasant, helpful, and patient attitude as a Moffitt information person.

"You would never believe how much I love my job," Cereceda says. "I love to help all people. To be at the Information Desk is not only sitting in a comfortable chair and smiling to the right and to the left," she says. Sometimes she is needed as a translator for those who speak Spanish, Italian, and Portuguese. And at all times she says, "You have to be prepared to confront all kinds of people." Some offer insults after she has done her best to help them. She responds with a smile, understanding well the anxieties associated with coming to a hospital that might cause a visitor to be unkind.

"I've gotten to where I am with the help of nice words from many people who work here, as well as visitors and patients," says Cereceda. "I am happy on this job and I thank God for that."

—Jini Robinson



Alexis Pier

Just sitting comfortably? "No," says Alicia Cereceda. Working at Moffitt Information Desk requires much more.

Moffitt Information Desk

Moffitt Information Desk is staffed from 8 a.m. to 8 p.m. every day except weekends and holidays, when the hours are 10 a.m. to 8 p.m. It is supervised by Teru Hirano, administrative assistant, Hospital Administration, and staffed by Sandra Artist, Alicia Cereceda, Bruce Iwafuchi, Susan Rudnick, Betty Stern, and Rena Victoria. Volunteer workers are Marty La Tour, who works on Tuesdays and Thursdays from 4 to 8 p.m. after full-time work for a private physician, and Terry Kelly.

According to Hirano, the people who work at the desk perform many services, including calling taxicabs for patients and visitors, providing information on patients' telephone extensions and room locations, directing deliveries of flowers and other gifts to patients, and giving directions. The work is integrated with the campus-wide Information Center, located in Medical Sciences lobby.

BULLETIN BOARD

The Legal Assistance to the Elderly Project, sponsored by the Commission on Aging, provides free preventive legal education information to older adults' organizations, as well as to informal groups of elderly people. The project sends speakers to lead group discussions on legal issues affecting the daily lives of older adults, such as social security, food stamps, housing, consumer disputes, medicare, and wills. The project also provides free legal counseling to individuals at its 18 San Francisco intake sites. For more information call 558-5512.

The California College of Podiatric Medicine, 1835 Ellis Street, offers free foot examinations the second Saturday of each month. Call 563-3444 for information.

UCSF Tours offers tours for the deaf conducted by sign language interpreters. For information call ext. 4394.

Free evaluation and psychotherapy at reduced rates are offered by the **LPI Stress Research Unit** to those who have experienced a stressful life event. Current research focuses on adults who have experienced the recent death of a parent. Call 681-8080 for more information.

The S.F. Heart Association and the S.F. Medical Society Auxiliary jointly sponsor a **Stroke Club.** Club members meet on the second Wednesday of each month at 7:30 p.m. in Building #5 of the U.S. Public Health Hospital, 14th Avenue and Lake Street. The group provides social, supportive, and educational activities. Anyone who has had a stroke can attend, along with family members and friends. For more information, call 433-CARE.

The Alternative Therapies Unit of San Francisco General Hospital Medical Center is sponsoring two courses on relaxation: *Introduction to Relaxation* on Tuesday, June 5, 5-7 p.m., and *More Relaxation* on Tuesday, June 12, 5-7 p.m., and Wednesday, June 27, 1-3 p.m. Each course is offered for a tuition fee of $10. The introductory course explains the basics of relaxation, introduces four relaxation styles, and teaches exercises that can be done at home or at work. *More Relaxation* expands on the basics, adding stretching and movement techniques. These classes are approved by the California Board of Registered Nursing. The instructor is Dorothy Waddell, M.D., coordinator of the Alternative Therapies Unit. Registration is required at least one week prior to the course. To register, call or write: Alternative Therapies Unit, SFGH Medical Center, 2550 23rd Street, Building 9, Room 130, San Francisco, CA 94110; 821-5139.

Safety Monitoring for Night Employees

The UCSF Police Department has initiated a program to improve safety for all employees traveling to and from Millberry Union Garage after dark. The program uses remote-controlled closed-circuit television monitors to scan "H" level (the roof) of the garage, the walkway to and across Parnassus Avenue, the emergency parking area, and the emergency entrance to Moffitt Hospital.

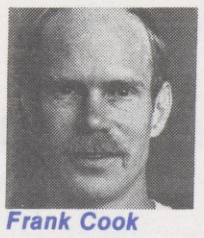
To take advantage of the monitoring service, one should drive into the garage from Parnassus Avenue and proceed toward "H" level. Upon approaching the control gate, the car will be under television surveillance. Individual surveillance is available through the intercom device next to the Cardtrol machine. The police dispatcher will respond by directing individuals to park on the roof parking area.

Continued surveillance is provided up the east ramp to the street and across to the emergency entrance. The reverse process can be initiated by calling the police dispatcher, ext. 1414, from intercampus telephones near Moffitt Hospital elevators, before leaving the hospital via the emergency entrance.

The police dispatcher is responsible for maintaining visual contact, but this contact *must be initiated* by the individuals who desire security monitoring.

Periodicals Needed

The LPI Youth Service needs periodicals for teenagers. Some subjects of interest are rock, fashion, science fiction. Bring magazines or send to Shawn Dubin, Box 15-A.



Frank Cook

Frank Cook, formerly administrative assistant II, is now administrative analyst in the Department of Medicine.

Melvin Craig

Melvin Craig, a cook with Patient Food Services for the past 4 years, is now a baker in the food services department.

The following employees have recently been promoted:

Robin Alpert	Medicine
Mary Bock	CVRI
Sandy Brockway	Registrar & Admissions
Gwen Chilton	Library
Carol Currie	CVRI
Sylvia DeAlba	Medical Records
Mercedes DeSouza	Personnel
Peggy Doeskin	Surgery
Allan Eng	UH Bldg. Maint.
Judy Gerber	Ophthalmology
Lucy Givens	Housekeeping
Lee Jackson	Physical Plant
Michael Jones	Library
Sylvia Keeling	Epid. & Int'l Health
Gail Keikoan	Outpatient Registration
Alice Keith	Housekeeping
Carrie Kojimoto	Library
Margaret Marr	Dentistry
Kikuko Matsuo	Medicine
Janyce McKinley	Nursing Instruction
Myrtle Miller	Housekeeping
Justin Moss	Medical Records
Amie Omori	Outpatient Podiatry Clinic
Debra Phillips	Hosp. Admin.
Cory Price	Dentistry Clinics
Georgiann Roberts	Operating Room
Jim Robison	Personnel
Charles Samson	CVRI
Denise Scaglione	CVRI
Elissa Schwartz	CVRI
Hugh Sharkey	CVRI
Robin Silver	Prof. Services
Simpson So	Medicine
Steven Young	Physical Plant

hospitals . . .

Central Service Technicians

Sixteen employees in Central Services completed a course at Skyline College and are now certified central service technicians. Certified technicians set up packs and trays for minor surgeries, maintain sterile techniques, and dispense a number of items to hospital units for patient care.

Lucy Darden · *Louise Clark* · *Daisy Edwards* · *Wilma Williams*
Lillie Baker · *Mariano Alberto* · *Shirley Ng* · *Richard Rome*
Arthur White · *Mildred Thomas* · *Marina Andrino* · *Luisa Gomez*
Helen Bailey · *David Robinson* · *Ethel Rattler* · *Alberta Robinson*

Eleanore Gately has been appointed manager of the Anatomic Pathology Department, it was announced by former assistant director of Hospitals and Clinics William E. Welton.

Gately comes to UCSF from the University of Massachusetts Hospital, Worcester, where she was director of unit services. She received the M.B.A. in Health Care Administration from Boston University, and worked in various administrative positions at Massachusetts General Hospital and Cambridge Hospital before joining the staff of the University of Massachusetts Hospital.

Clifford U. Portis has been appointed assistant director for Health Planning, Hospitals and Clinics, it was announced by Hospitals and Clinics Director William B. Kerr.

As Health Planning assistant director, Portis will manage UCSF's relations with various health planning agencies to assure compliance with pertinent federal, state, and local planning regulations, and coordinate long-range planning efforts to insure the development and maintenance of high-quality, cost-effective health service delivery programs.

Before accepting the appointment at UCSF, Portis was assistant director of the Plan Implementation Division of the Los Angeles County

Clifford Portis

Health Systems Agency and, prior to that, an assistant hospital administrator of the Los Angeles County Department of Health Services.

Portis is a graduate of Pennsylvania State University, where he received the B.A. degree in labor management relations, and of the University of Pittsburgh Graduate School of Public Health, where he received the M.S.P.H. degree in health care administration.

Peter Wilkinson

Peter W. Wilkinson has been appointed UCSF director of Development, it was announced by Richard B. Hayes, assistant chancellor for Public Programs.

Wilkinson, who began his new position on March 1, works with Assistant Chancellor Hayes and is responsible for the coordination of a comprehensive program for the generation of private gifts to meet established campus priorities.

Wilkinson comes to UCSF after working in development activities for more than 7 years, first at UCLA where he was associate director of Development, Health Sciences and Hospitals, and most recently at the University of Southern California.

Wilkinson is a graduate of the University of Southern California, where he received the B.S. in Public Administration, in addition to undertaking graduate work in the school of Business Administration.

materiel management . . .

The Materiel Management Department has appointed as Operations Manager **Richard Stocker** and as Buyers **Evelyn Senica** and **Paul Anderson,** according to Mike Bergdorf, manager of the department.

Stocker is responsible for the Storehouse, Receiving and Traffic, Equipment, and Storage and Surplus sections of the department. He has more than 25 years of experience in various distribution management positions, and has, for the past 8 years, been West Coast corporate distribution manager for The Stanley Works, a multidivisional manufacturer of quality hand tools and hardware.

Stocker is a UC-Berkeley graduate in business administration. He teaches economics at the community college level.

Evelyn Senica, who joined the department last October, has 8 years of purchasing experience with the Forest Service. Her purchasing interest is in hospital procurement.

Paul Anderson worked for Chevron Chemical as a field buyer for 13 years before coming to UCSF. He has volunteered as a science career motivation tutor for junior high school students in the Richmond Unified School District, and has special interests in biological sciences and human biology.

(l-r) Richard Stocker, Evelyn Senica, Paul Anderson

Jesse Mayo

(Continued from page 9)

"The SEC was formed by the Chancellor to get staff employee input into the decision-making process," Mayo pointed out. Its primary role is in the maintenance of open lines of communication between the UCSF administration and the employees.

Collective bargaining is not one of the SEC's roles, but, as an example of what the council contributes, Mayo pointed out that it has conducted collective bargaining seminars for about a year, in view of the new collective bargaining policies just now going into effect here.

"Some interested unions are going to want to recruit on the campus," he said. "For example, the California State Employees Association (CSEA) and Local 1650 of the American Federation of State, County and Municipal Employees (AFSCME), affiliated with the AFL-CIO.

"We'll be starting to hear a lot about it. People should be aware of what will be available to them. That's why we've had the seminars, to give people here the views of labor leaders and politicians." Among other things, the SEC puts out a monthly informational newsletter, has been instrumental in policy-making on the recording of sick and vacation leaves, and in making it possible for employees to take Friday or Monday off when holidays fall on Saturday.

—Jane Eshleman Conant